



TRICARE
MANAGEMENT
ACTIVITY

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MEMORANDUM FOR SURGEON GENERAL OF THE ARMY
SURGEON GENERAL OF THE NAVY
SURGEON GENERAL OF THE AIR FORCE

SUBJECT: Elimination of Non-Standard Medical Appointment Types and Appointment Detail Codes

Our military treatment facilities (MTFs) have made remarkable progress in using the standardized Military Health System appointment types and appointment detail codes in the Composite Health Care System (CHCS). Currently over 98% of the CHCS medical appointments are booked using the standard appointment types.

To hold this impressive gain, the Appointment Standardization Integrated Program Team recommended that the use of non-standard medical appointment types and appointment detail codes be eliminated. In June 2002, CHCS will be modified with the release of Appointment Standardization Phase II+ that will make the use of standard appointment types and detail codes mandatory for scheduling medical appointments using the CHCS managed care program or appointing and scheduling modules. Dental and ancillary services appointing will not be affected.

This change will also eliminate the X-suffix previously used with appointment types to denote non-count workload. The workload type will now automatically default from the appointment type in the provider profile except for non-count clinics whose appointments will always be non-count.

MTFs should take steps to modify their existing work processes and corresponding appointment templates to ensure the standard medical appointment types and detail codes are used for all medical appointing. More information about these upcoming changes can be found in the *Appointment Standardization Commander's Guide for Access Success* on the TRICARE Access Imperatives web-site at <http://www.tricare.osd.mil/tai>.

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cc: Lead Agents